Task Order 75 - Data Mart Operations

Data Mart Operations Monthly SLA Metrics Report
Deliverable 75.1.3e

Period Ending: 02/28/02

Task Order 75 - Data Mart Operations

Introduction

This is the February monthly report for Task Order 75 Data Mart Operations. The purpose of this task order is to provide the capability to sustain the CFO and FP Data Marts. The report information will be provided separately for each system.

Data Mart Availability for Production

**Note: Downtime for backups and scheduled outages are not shown

Date	Availability (%)	Notes
Fri - February 1	90%	VDC reported the primary database server (HPV2) had crashed and there was no failover to HPV1 for 3 hours (7:30am – 10:30am)
Sat - February 2	100%	
Sun - February 3	100%	
Mon- February 4	100%	
Tues - February 5	100%	
Wed - February 6	100%	
Thurs - February 7	100%	
Fri- February 8	100%	
Sat - February 9	100%	
Sun - February 10	100%	
Mon - February 11	60%	HPV1 and HPV2 went down causing a database outage for all applications for 9.5 hours (2:30am – 1:45pm)
Tues - February 12	100%	
Wed - February 13	100%	
Thurs - February 14	100%	
Fri - February 15	100%	
Sat - February 16	100%	
Sun - February 17	100%	
Mon - February 18	100%	
Tues - February 19	100%	
Wed - February 20	100%	
Thurs - February 21	100%	
Fri - February 22	100%	
Sat - February 23	100%	
Sun - February 24	90%	HPV1/HPV2 crash for 3 hours (7:15-10:15am)
Mon - February 25	100%	
Tues - February 26	100%	
Wed - February 27	100%	
Thurs - February 28	100%	

CFO Data Mart Operations Status

Work Accomplished During This Period

- Provided daily monitoring of CFO data mart availability.
- Continued tracking SIRs and production support requests.
- Held scheduled biweekly CFO Data Mart Status Meetings.
- Installed Desktop on Russell Young's machine.

Issues or Anticipated/Current Problems

- none

Planned Work for Next Period

- Continue daily monitoring of CFO data mart once loads resume.
- Continue daily monitoring of CFO data mart availability.
- Continue tracking SIRs and production support requests.
- Automate process of modifying and adding descriptions in CFO data mart.

Batch Job Results (CFO)

** Daily batch loads were not resumed during the month of February.

Date Processed	Number of Rows Processed	Notes
Fri - February 1	0	
Sat - February 2	0	
Sun - February 3	0	
Mon- February 4	0	
Tues - February 5	0	
Wed - February 6	0	
Thurs - February 7	0	
Fri- February 8	0	
Sat - February 9	0	
Sun - February 10	0	
Mon - February 11	0	
Tues - February 12	0	
Wed - February 13	0	
Thurs - February 14	0	
Fri - February 15	0	
Sat - February 16	0	
Sun - February 17	0	
Mon - February 18	0	
Tues - February 19	0	
Wed - February 20	0	
Thurs - February 21	0	
Fri - February 22	0	
Sat - February 23	0	
Sun - February 24	0	
Mon - February 25	0	
Tues - February 26	0	
Wed - February 27	0	
Thurs - February 28	0	

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Help Desk Monthly Throughput (CFO)

Bug Fix

Category	High	Medium	Low	Total
Carry Forward	0	1	0	**1**
New	0	0	0	**0**
Closed	0	1	0	**1**
End of Month Balance	**0**	**0**	**0**	**0**

Enhancement Requests

Category	High	Medium	Low	Total
Carry Forward	1	1	0	**2**
New	0	0	0	**0**
Closed	0	0	0	**0**
End of Month Balance	**1**	**1**	**0**	**2**

Help Desk

Category	High	Medium	Low	Total
Carry Forward	0	0	0	**0**
New	1	1	0	**2**
Closed	1	1	0	**2**
End of Month Balance	**0**	**0**	**0**	**0**

Help Desk Request Summary (CFO)

Total Records: 5

ID	Status	Request Type	Title	Priority	DateOpened	DateClosed
303	Closed	Bug Fix	Ombudsman Report	Medium	1/7/2002	2/1/2002
194	Open	Enhancement	Automate process of modifying and adding descriptions	High	8/15/2001	
163	Open	Enhancement	File Layout change	Medium	7/25/2001	
332	Closed	Help Desk	Russell Young needs Desktop CD	Medium	2/15/2002	2/26/2002
329	Closed	Help Desk	Steve Overall needs link to access CFO DM	High	2/13/2002	2/13/2002

Help Desk Request Details (CFO)

Total Records: 5

ID: 163 **-** File Layout change

Request	Enhancement	**Priority**	Medium	**Assigned**	Tina Liu
Open Date:	7/25/2001 3:15:00 PM	**Requestor**	Russell Young		
Target Date:	3/31/2002	**Estimated Effort**	0		
Closed		**ApplicationType:**	CFO DataMart		

Description

Sometime in the mid August timeframe, the Mod Partner - CIO will be moving the Informatica applications from a Sun server to an HP server. The Mod Partner - CIO is planning this effort and will be the main group responsible for it. We will have to test to verify that our processes are still working appropriately. Their current plan is to have the HP environment up so that we can 'run in parallel' (this does NOT mean that we will be updating the data base twice) and verify that the process works appropriately prior to turning off the Sun server.

The Informatica resource who originally installed the product will be back to re-install it on the HP server. In addition, Chirayu Patel, who developed the Informatica processes for both the CFO and FP data marts, will be back to help verify and test the application on the HP server.

Resolution:

Activity

7/25/2001 (Russell Young) At some point we need to contact the Ed's CFO to see if their new system will change the file we will receive after September 30. This file update process is part of the maintenance Task Order. If you going to have the Informatica people in can we build some time in their schedule to work on this. I guess we need first to talk to ED CFO about this.

7/25/2001 (Nancy Krecklow) Thanks for the heads up on the potential file layout change. When Tom returns next week he will need to set up a meeting with you to discuss this further (Anna McDonald probably needs to be involved in this meeting). If the file layout will change effective Oct 1st, we need time to make sure that we have the proper Informatica process in place to accept the new layout.

7/27/2001 (Keisha Contee) Will contact Russ Young to set up a meeting to discuss the issue further.

7/31/2001 (Keisha Contee) Set up meeting on August 7 to discuss issues.

8/7/2001(Keisha Contee) Nancy and I decided to cancell the meeting because Anna MacDonald would not be availale. Meeting will be scheduled for sometime next week.

8/27/2001 (Keisha Contee) The meeting was rescheduled for August 29

8/29/2001(Keisha Contee) The meeting was cancelled because key players would not be able to attend. I found that Anna is not the lead for this effort. The lead is James Perry. I have sent him an email requesting his assistance, but he has yet to respond.

9/11/2001(Keisha Contee) Spoke with Russell Young said the Oracle Financials extract may not be implemented until January 1, 2002. Therefore, this issue has taken low priority. Russelll will be our point of contact for this issue.

11/26/01 (Bob Audet) Assigned to Bob.

12/3/01 (Bob Audet) Set this issue to Postponed since the file layout change may not changed until January

ID: 194 **-** Automate process of modifying and adding descriptions

Request	Enhancement	**Priority**	High	**Assigned**	Lisa Phillips
Open Date:	8/15/2001 8:00:00 AM	**Requestor**	Russell Young		
Target Date:	2/20/2002	**Estimated Effort**	0		
Closed		**ApplicationType:**	CFO DataMart		

Description

There is currently no process to update or add new descriptions to to the data mart.

Resolution:

Activity

8/15/2001 (Keisha Contee) Chirayu, Annie, and Keisha plan make the enahancement on Saturday August 25.

8/27/2001 (Keisha Contee) Waiting for Test environment

9/26/2001 (Keisha Contee) We have a Test environment. Also the Prodcution environment has been upgraded to Oracle 8.1.7.

I spoke with Annie and she will begin gathering requirements from Jeff beginning next Monday, October 1. If Chirayu is available, the update prcocess can be completed by October 15.

11/26/01 (Bob Audet) Sent an email to Russell Young to determine all areas where we need to automate the update process. Started this for the object code --> object group --> cost type and organization --> division --> channel relationships. Awaiting feedback from Russell on whether we need to do the same for activity code --> project relationship and object 2, 3, and 4 relationships.

12/03/01 (Bob Audet) Sent another email to CFO Power Users to verify comments made on 11/26/01 and moved issue to 'Needs Clarification'

12/11/01 (Bob Audet) Met with Russell Young and he wants to set up a meeting with David Pappone and me to discuss how the Activity Code should be used. Note: The ETL routines will need modifications since they are currently incorrect. Furthermore, Russell wants to keep the Object 2, 3, 4 tables/relationships. Need to verify if the SQL Script is still used. Recommend CFO users maintaining relationship tables for the object --> object 2, 3, 4 mapping instead of SQL scripts. A new ETL routines will need to be created.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/3/2002 (Tina Liu) sent email to Russell to follow up. Reassigned to Lisa.

1/4/01 (LP): Updated object 2, 3, and 4 ETL mappings in Informatcia on test server. Everything runs fine. Waiting to move to production after speaking with Russell and meeting with Tina.

1/11/02 (LP): Sent a follow up email to Russell for clarification.

1/11/02(LP): Russell's reply: At this time all issues with updating the support data tables need to be put on hold to we figure out what the data will look like from the new FMSS system. All of our efforts need to be focused on changes that maybe needed to accommodate this new data. The Department indicated that they could have this worked out by 2/04. So at this time lets keep this item open.

1/11/02(LP): Changed target date to 2/20 since we are awaiting response from client on 2/4.

ID: 303 **-** Ombudsman Report

Request	Bug Fix	**Priority**	Medium	**Assigned**	Tina Liu
Open Date:	1/7/2002 10:30:00 AM	**Requestor**	David Pappone		
Target Date:	2/1/2002	**Estimated Effort**	0		
Closed	2/1/2002 9:15:00 AM	**ApplicationType:**	CFO DataMart		

Description

Tina and Lisa -

In the new reports Bob created, I am not getting any data returned for the Ombudsman division (EN2). There has to be data out there, however, and when I create my own report I do get data for Ombudsman. Something seems to be wrong. Can you look into this? Thanks.

David J. Pappone
U.S. Department of Education

Resolution:

Add Ombudsman division to the consolidation.

Activity

1/7/2002 (Tina Liu) Assigned to Mark.

1/23/2002 (Tina Liu) Reassigned to Tina. The problem is that th original Division consolidation does not include Ombudsman division. Created a new testing report with the revised Division consolidation (called

Division_Test for now) and saved the report in the CFO (Test) project, shared report/Enhancement/ID303. Sent to Dave to verify.

1/25/2002 (Tina Liu) The report cannot be displayed properly in Web, logged an issue with MSTR Tech support #156208. Sent email to the tech support with the steps to reproduce the error. Current discovery is that the report will return no data if the consolidation remains on the page level and the channel filter selects channels that do not include the division elements placed on top of the Division consolidation definition. For our case, it is the "FP" channel whose division elements are placed on top of the Division consolidation definition.

(1/28/2002) Tina Liu: Contacted Dave for the final workaround solution, agreed upon adding Ombudsman division to the "Division" consolidation on Friday morning along with other change requests.

ID: 329 **-** Steve Overall needs link to access CFO DM

Request | **Priority** High | **Assigned** Mark Mandrella
Open Date: 2/13/2002 7:00:00 AM | **Requestor** Steve Overall
Target Date: | **Estimated Effort** 0
Closed 2/13/2002 8:00:00 AM | **ApplicationType:** CFO DataMart

Description

Steve Overall has never been into the CFO datamart site, and needs to know how to access it

Resolution:

Sent him the link to the website

Activity

ID: 332 **-** Russell Young needs Desktop CD

Request Help Desk | **Priority** Medium | **Assigned** Mark Mandrella
Open Date: 2/15/2002 11:00:00 AM | **Requestor** Russell Young
Target Date: | **Estimated Effort** 0
Closed 2/26/2002 1:15:00 PM | **ApplicationType:** CFO DataMart

Description

Russell Young got a new PC, and will need the MSTR CD to install Desktop on it.

Resolution:

Installed the software on Russell's new PC and reset his passwords for the dev and prod areas

Activity

FP Data Mart Operations Status

Work Accomplished During This Period

- Completed monthly FP load for January.
- Provided daily monitoring of FP data mart availability.
- Continued tracking SIRs and enhancement requests.
- Completed report modifications to region re-work issue.
- Competed Top 100 Loan Holders and Top 100 Originators reports.
- Updated Inactive Lender Report.
- Created dynamic last quarter prompt for "Active Lenders" report.
- Reset passwords for FP users.
- Completed Data Mart Migrations for FP.
- Held bi-weekly FP Meetings with Power Users.

Issues or Anticipated/Current Problems

None

Planned Work for Next Period

- Continue Microstrategy reporting enhancements.
- Continue to provide daily monitoring of FP Data Mart.
- Continue issue resolution for open FP requests.
- Complete February FP monthly data load.
- Complete document request for 799 & 1189 reports

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Help Desk Monthly Throughput (FP)

Bug Fix

Category	High	Medium	Low	Total
Carry Forward	2	2	0	**4**
New	1	0	1	**2**
Closed	2	0	0	**2**
End of Month Balance	**1**	**2**	**1**	**4**

Prod. Support

Category	High	Medium	Low	Total
Carry Forward	1	0	1	**2**
New	2	0	1	**3**
Closed	3	0	1	**4**
End of Month Balance	**0**	**0**	**1**	**1**

Enhancement Requests

Category	High	Medium	Low	Total
Carry Forward	1	3	6	**10**
New	0	2	2	**4**
Closed	0	0	4	**4**
End of Month Balance	**1**	**5**	**4**	**10**

Help Desk

Category	High	Medium	Low	Total
Carry Forward	0	1	1	**2**
New	5	2	0	**7**
Closed	5	3	0	**8**
End of Month Balance	**0**	**0**	**1**	**1**

Help Desk Request Summary (FP)

Total Requests: 34

ID	Status	Request	Title	Priority	DateOpened	DateClosed
227	Open	Bug Fix	Page-by area not working as expected	Medium	6/4/2001	
230	Open	Bug Fix	Login before projects are displayed	High	9/6/2001	
280	Open	Bug Fix	Problem with Part IV	Medium	11/15/2001	
314	Closed	Bug Fix	Re-work on the "% difference" column	High	1/23/2002	2/1/2002
334	Open	Bug Fix	Subtotals appearing at top of Report	Low	2/21/2002	
337	Closed	Bug Fix	Missing tables in FP Test DB	High	2/21/2002	2/27/2002
279	Closed	Enhancement	Use Address Info for Parent Lender	Low	10/31/2000	2/22/2002
228	Open	Enhancement	Search for Lender by name	Medium	6/4/2001	
78	Open	Enhancement	799 Reports - E8	High	6/6/2001	
81	Open	Enhancement	1189 /1130 Reports	Medium	6/7/2001	
80	Open	Enhancement	Drill to multiple templates in report - E32	Low	7/28/2001	
202	Closed	Enhancement	Inactive Lender Report	Low	8/22/2001	2/8/2002
203	Open	Enhancement	Region Re-Work	Low	8/22/2001	
255	Closed	Enhancement	Element List Prompts for Documents	Low	9/18/2001	2/19/2002
296	Open	Enhancement	Replace SFA Logo on MSTR Web Site	Low	12/7/2001	
291	Open	Enhancement	Consolidation Holder Report	Medium	12/14/2001	
323	Closed	Enhancement	Use dynamic last quarter prompt for "Active Lenders" report	Low	2/8/2002	2/19/2002
336	Open	Enhancement	Update Login Page with the "last update" of the database	Medium	2/21/2002	
338	Open	Enhancement	We need to use dynamic quarter prompts	Low	2/22/2002	
341	Open	Enhancement	Consolidated Loan Fee Analysis lack of "LP" payment type	Medium	2/28/2002	
339	Closed	Help Desk	Create ID for Jack Reynolds	High	2/22/2002	2/22/2002

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ID	Status	Request	Title	Priority	DateOpened	DateClosed
316	Closed	Help Desk	404 Error Explanation Needed	Low	1/24/2002	2/14/2002
318	Closed	Help Desk	Problems with Excel Export	Medium	1/28/2002	2/13/2002
322	Closed	Help Desk	Reset Password for Vincent Clark	High	2/7/2002	2/7/2002
326	Closed	Help Desk	Reset Donald Smith's Password	High	2/11/2002	2/11/2002
328	Closed	Help Desk	Install Desktop on Nettie Harding's PC	Medium	2/11/2002	2/21/2002
327	Closed	Help Desk	Add Users to FP Datamart	High	2/12/2002	2/12/2002
333	Closed	Help Desk	Reset password for user ID epjcharlton	High	2/20/2002	2/20/2002
340	Closed	Help Desk	FP Power User Ben Chiu could not log in to the data mart	Medium	2/27/2002	2/27/2002
157	Open	Prod. Support	Data Mart users lose access when NT patches are installed	Low	7/18/2001	
319	Closed	Prod. Support	Error Running Report	High	1/29/2002	2/13/2002
325	Closed	Prod. Support	FP Datamart Load Status	High	2/11/2002	2/13/2002
330	Closed	Prod. Support	Top 100 Holders/Originators Report	High	2/14/2002	3/1/2002
331	Closed	Prod. Support	Target Table Mapping Process	Low	2/14/2002	2/27/2002

Help Desk Request Details (FP)

Total Records: 34

ID: 78 **-** 799 Reports - E8

Request Enhancement **Priority** High **Assigned** Mark Mandrella
Open Date: 6/6/2001 12:00:00 PM **Requestor** Paul Sullivan
Target Date: 2/1/2002 **Estimated Effort** 0
Closed **ApplicationType:** FP DataMart

Description

There are times when the entire 799 report (and possibly the Lender Search report) needs to be viewed (and possibly printed). It would be nice if this could occur as a single document instead of having to view/print several individual reports. This needs to be further researched. With the current structure of the reports with information in the 'page by' area, this might mean that the 'full report' does not display as expected.

Resolution:

Activity

8/21/2001 (Annie Barton) Waiting to get NT ID approved for Annie. Request may be reassigned to Mark because he has an ED LAN account.

8/21/2001 (Annie Barton) Mark needs to contact Carl Reese to add Mark's User ID to SFA NT001 so that he can create documents.

9/6/2001 (Annie Barton) Mike Duffin contacted me and said users would like enhancement fixed ASAP.

9/18/2001 (Annie Barton) Since Mark has been out and this is a high priority, I have started working on this. I received my NT ID so that Carl can add me to the permissions on the document directory. I contacted Carl notifying him of this request. He added me to the document directory, however, I need access to a frame relay machine. I talked with Josh Nash and he set me up on a frame relay machine. I installed MSTR Desktop on that machine and started working on this enhancement.

11/19/01- Reassigned to Mark.

11/27/01 (Mark Mandrella): currently working to resolve a server issue preventing the creation of documents.

12/11/01 (Bob Audet) Emailed Benson Hwang, the NT Administrator of SFANT001 and SFNT004 machines, for (1) shared directory information (I.e., name of shared directory, who has access, what type of access do these users have) and (2) if the Intelligent Server service is running as a system account or a network account.

2/15/02 (Mark M): network problems hampered creation of documents from our desktops here in office.

Workaround is to create documents on SFANT001 machine (using RCO) and letting userss view them using web interface.

2/15/02 (Mark M): created a basic layout of the document and wrote Paul Sullivan to check it out and provide suggestions. Paul called around 1:45pm saying he would be unable to look at the report today, but he is going to be in Washington DC next week and will try to schedule some time so we can look at it together.

ID: 80 **-** Drill to multiple templates in report - E32

Request Type: Enhancement **Priority** Low **Assigned** Tina Liu
Open Date: 7/28/2001 10:00:00 AM **Requestor** Susan Haenel-Beck
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** FP DataMart
Description

Drill to multiple templates for "Consolidation Load Fee Payment Analysis Report"

Resolution:

Activity

2/21/02 (Mark M): Paul, Mike, and Ben Chiu looked at the report and liked it. One request was to try to
8/21/2001 (Annie Barton) Waiting for new release of Microstrategy
move the report name on top of the reports as a header. It currently lists the name at the bottom of each report, and it looks like a footer. 8/22/2001 (Keisha Contee) Our Microstrategy Case #137013 for this enhancement has been logged as an
enhancement (Log id 127716) on the Microstrategy Side. We need to wait for a release that states, 127716 has been fixed.

11/29/01 (Bob Audet) Called MicroStrategy Technical Services to verify the status of the enhancement. Currently not fix date has been determined by MicroStrategy Technology. Estimated time would be Q2 2002, second release of 7.2. Reassigned to Robert Audet.

1/2/2002 (Tina Liu) Reassigned to Tina

1/22/2002 (Tina Liu) Discussed with Ahmad and he suggested to put the request type to Enhancement because we do not know if the Phase II will be using MSTR 7.2 or not.

ID: 81 **-** 1189 /1130 Reports

Request Enhancement **Priority** Medium **Assigned** Mark Mandrella
Open Date: 6/7/2001 12:00:00 PM **Requestor** Chiu/Duffin
Target Date: 2/1/2002 **Estimated Effort** 0
Closed **ApplicationType:** FP DataMart
Description

For 1189 parts, the selection criteria needs to be entered 9 times to get the 'full report'. There should be a way to view the complete report without having to enter the selection/prompt information multiple times.

Resolution:

Activity

8/21/2001 (Annie Barton) Mark needs to contact Carl Reese to add Mark's User ID to SFA NT001 so that he can create documents.

9/6/2001 (Annie Barton) Mike Duffin contacted me and said users would like enhancement fixed ASAP.

9/18/2001 (Annie Barton) Since Mark has been out and this is a high priority, I have started working on this. I received my NT ID so that Carl can add me to the permissions on the document directory. I contacted Carl notifying him of this request. He added me to the document directory, however, I need access to a frame relay machine. I talked with Josh Nash and he set me up on a frame relay machine. I installed MSTR Desktop on that machine and started working on this enhancement.

11/19/01- Reassigned to Mark.

11/27/01 (Mark Mandrella): currently working to resolve a server issue preventing the creation of documents.

12/11/01 (Bob Audet) Emailed Benson Hwang, the NT Administrator of SFANT001 and SFNT004 machines, for (1) shared directory information (I.e., name of shared directory, who has access, what type of access do these users have) and (2) if the Intelligent Server service is running as a system account or a network account.

12/11/01 (Bob Audet) Changed the issue status to 'Postponed' since a duplicate issue (Issue #255) already exists that has been postponed.

2/15/02 (Mark M): network problems hampered creation of documents from our desktops here in office. Workaround is to create documents on SFANT001 machine (using RCO) and letting userss view them using web interface.

2/21/02 (Mark M): Paul, Mike, and Ben Chiu looked at the report and liked it. One request was to try to move the report name on top of the reports as a header. It currently lists the name at the bottom of each

ID: 157 **-** Data Mart users lose access when NT patches are installed

Request	Prod. Support	**Priority**	Low	**Assigned**	Tina Liu
Open Date:	7/18/2001 10:00:00 AM	**Requestor**	Annie Barton		
Target Date:		**Estimated Effort**	0		
Closed		**ApplicationType:**	FP DataMart		

Description

Data Mart users lose access to Microstrategy reports when patches are installed on the NT server.

Resolution:

Reassign Security Roles for each project on the server. See Applications Maintenance manual for further details.

Activity

7/18/2001 (Keisha Contee) Annie logged problem on the Microstrategy web site. Microstrategy suggested we upgrade to version 7.1.1 and the problem would be resolved. We are currently running version 7.1.1. Annie will continue to investigate the issue.

11/26/01 (Bob Audet) We tried to add groups in 2-tier mode with server down. Still does not work. Reassigned to Bob.

12/14/01 (Bob Audet) Recommend further research. May want to postpone until next upgrade at DOE.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/3/2002 (Tina Liu) Reassigned to Mark.

1/23/2002 (Tina Liu) Reassigned to Tina.

1/29/2002 (Tina Liu) Called MSTR Tech Support and logged a new issue #156885. Needs to verify on I-server version (7.1 had this bug but was fixed in newer versions) Left a message on Benson's answer machine.

1/30/2002 (Tina Liu) The I-server version is actually 7.1, so it is an known issue for MicroStrategy. This bug is fixed on 7.1.1. We will need to wait until the upgrade to 7.2 to have this issue fixed because no other intermediate upgrade is planned for now. Remove the target date for now.

ID: 202 **-** Inactive Lender Report

Request	Enhancement	**Priority**	Low	**Assigned**	Tina Liu
Open Date:	8/22/2001 10:00:00 AM	**Requestor**	Jerry Wallace		
Target Date:	2/1/2002	**Estimated Effort**	0		
Closed	2/8/2002 9:00:00 AM	**ApplicationType:**	FP DataMart		

Description

He wants a report that shows all of the Lids, State, City, Portfolio Ending Balance, Last Quarterly Filing Date. This should only display Lenders that have NOT filed a 799 in the last 4 quarters, but have filed a 799 in the past 5-8 quarters. Also, we should only include Lenders where the Portfolio Ending Balance is greater than 10,000.

Resolution:

"Inactive Lenders" report was created and migrated to production under <Lender -Other Reports> folder.

Activity

9/12/2001 (Annie Barton) Started working on this enhancement. I opened an MSTR Tech Support Case (# 133930) dealing with advanced filters. Currently, I am waiting for the Tech Engineer to return my call.

9/20/2001 (Annie Barton) Attempting to find a new solution to get this report developed. Will continue working on this enhancement.

9/27/2001 (Annie Barton) Developed sample report in Test Environment. Contacted Jerry to have him review it.

11/20/01 (Annie Barton) Waiting for Jerry's Response. Sent him a reminder email on 11/19/2001.

11/26/01 (Bob Audet) Reassigned to Bob.

11/01/01 (Annie Barton) Have not heard from Jerry regarding the report. There are actually no results returned because I cannot find a lender that fits that description. So, I sent Jerry another email today asking him if he can find a lender that fits the criteria. If not, does he want to cancel the report?

11/27/01 (Bob Audet) Sent Jerry a follow-up email regarding this issue for further information that Annie Barton requested.

12/05/01 (Bob Audet) Checked the 'Needs Clarification' status option since we are waiting for user feedback to move forward with this issue. Jerry needs to provide the proper lender criteria.

1/2/2002 (Tina Liu) Reassigned to Tina

1/7/2002 (Tina Liu) Contacted Jerry Wallace and got his response as follows:
"I know that we had discussed this request with Annie and Bob. They were
never able to get any data based on the criteria. They had asked me for
information about lender id's that met the criteria. During my last
conversation with Bob, I told him that I had doubts that any lenders with
recent inactivity met the ending balance threshold, so we need to try with
a lower ending balance or eliminate the ending balance calculation from the report."
Proposed to Jerry for a 3rd option: "leave the ending balance calculation but prompt for a threshold. We may set
the default value to be greater than 10,000". Jerry thought the 3rd option is feasible. Started working on it.

1/11/2002 (Tina Liu) Fixed filter bugs with original report generated by Annie/Bob and saved three sample reports in shared reports directory (Shared Reports -> Enhancement -> ID202). Sent email to Jerry to review those reports.

1/17/2002 (Tina Liu) Talked to Jerry regarding the web page timeout error he constantly ran into. It could be the network/firewall issue. Sent him a sample report for the state of Iowa as requested by Jerry, waiting for his response.

1/28/2002 (Tina Liu) Called Jerry Wallace and left a message for update on the testing status. Sent URL and testing steps to Lisa and Mark for verification at meantime.

1/29/2002 (Tina Liu) Called Jerry Wallace and got permission to migrate to production server. Will be migrated on 2/1/2002.

2/1/2002 (Tina Liu) Database crash during the migration. Could not finish this report on time, needs to postpone till next Friday.

ID: 203 **-** Region Re-Work

Request Enhancement **Priority** Low **Assigned** Lisa Phillips
Open Date: 8/22/2001 10:00:00 AM **Requestor** Jerry Wallace
Target Date: 2/10/2002 **Estimated Effort** 0
Closed **ApplicationType:** FP DataMart

Description

Look at Informatica Load Process and determine how D_Lndr_Regions and D_Lndr_States tables are loaded.... From what source table? Then, after determining that we need to contact the users and see if we have the correct Region---> State mapping and identify if we need to change the source mapping.

Resolution:

Activity

11/19/01- Awaiting clarification from Annie regarding issue- reassiged to Bob

11/29/01 (Bob Audet) Emailed Chirayu Patel to figure out why there are no Informatica sessions that populate the D_LNDR_STATE and D_LNDR_REGION tables even though mappings exist to populate them and the tabels are used in reports. Chirayu said that the FP users provided a file called Contact List, which was used for a one-time load. Spoke with Nettie Harding and she said tha the FP users need to determine if the relationship between region and state should be removed all together. She will discuss this with the users. (Affects 8 reports: Consolidation Loan Rebate Fee, LID, Origination Fees Bought, Origination Fees Sold, Parent/Lender Address Info, Part II/Part V Disbursement Comparison by loan type, SR Consolidation Loan Fee Payment Analysis, and Summarized Origination Fees Reports)

12/03/01 (Bob Audet) Changed Status Option to 'Needs Clarification' since awaiting feedback from power users.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/3/2002 (Tina Liu) Reassigned to Lisa.

1/4/2002 (Lisa Phillips): Sent email to Jerry asking him to verify exactly what they are looking for to begin to start solving the issue.

1/8/02 (LP): Send a follow up email to Jerry and Nettie b/c I have not heard a response back yet.

1/8/02 (LP): Received e-mail from Jerry-
Lisa,

The Data Mart currently uses the 10 regional designations from the School Channel. I know we have complained since we have to run multiple regional reports for each of our 4 Partner Service Regions.

I. Our Eastern Region includes: (New York, Boston, and Philadelphia or Regions 1, 2, & 3)
(states included are: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont, Delaware, Maryland,
New Jersey, New York, Pennsylvania, Virginia, West Virginia, Virgin Islands, Puerto Rica, and the District of Columbia)

II. Our Southern Region includes: (Atlanta, Dallas, and Kansas City regions or Regions 4, 6, & 7)
(states included are: Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Arkansas, Iowa, Kansas, Kentucky, Louisiana, Missouri, Nebraska, New Mexico, Oklahoma, and Texas)
III. Our Northern Region includes only: (Chicago or Region 5)
(states included Illinois, Indiana, Michigan, Ohio, and Wisconsin)
IV.Our Western Region includes: (San Francisco, Seattle, and Denver or Regions 8, 9, & 10)
(states included are: Alaska, Arizona, California, Hawaii, Idaho, Nevada, Colorado, Montana, North Dakota, Oregon,
South Dakota, Utah, Washington, Wyoming, American Samoa, Guam, Republic of Palau, Republic of Marshall Islands,
the Northern Marianas, and the Federated States of Micronesia.

Nettie: I is my perspective on this that we wanted to make changes so that we could get all of the data related to each of our regions with running multiple queries/reports for each school channel region, do you agree?

1/9/02 (LP): Jerry,
Thanks for your e-mail. This makes more sense now. I have a question- are there any particular reports that you run the 4 Partner Service Regions for, or would you like to be able to do this for all reports? If you have any more details you can give us on what you're looking for, that would be great.
Thanks!
Lisa

1/10/02 (LP): Jerry states that they would like to use the regional definitions anytime they run a regional prompt or regional reports

1/11/02(LP): Determined that this is a Microstrategy report issue (not Informatica) and need Mark to help complete this task. Reassigned to Mark.

1/23/02(LP): Updated the Consolodation Loan Rebate Fee report but still unaware of the other reports Jerry is referring to. Sent Jerry and email asking for more clarification but will discuss more in detail on Feb 5th meeting.

2/5/02 (Tina Liu): Reassigned to Lisa.

1/28(LP): Response from Jerry: Lisa,
Most of the reports that have the state as prompt, probably should have the regional filter as well. I understand that this could make some reports to large and time consuming to run that way, and if we need to retain the state prompts, then that is ok. Most of our individual lender reports, should be set up to run on the Lender Identification Number (LID) prompt.

This probably should be a group decision as to which reports should use the actual region and not just the individual states. I think most would agree, but I can't speak for the whole group.

Jerry

2/13 (LP): Updated three reports (Consolidation Loan Rebate Fee, Origination Fees Bought, Orignation Fees Sold) in the test env. Asked Jerry to review them and send comments. Sent him this email:
Jerry,

I'm sorry I haven't gotten back to you sooner regarding the Region Re-Work Issue. I have put together several reports in the test environment for you to look at. In our activity log it was stated on 11/29 that there were 8 reports that were effected by your request (Please see below). I took three of the reports you had mentioned and added a "page by" feature which uses a consolidation of the regions to form "Partner Service Regions (Northern, Souther, Eastern, and Western).

I am unsure if you would like to have a prompt with this information, but after reviewing the reports, the only report that prompts on region is the Consolidation Loan Rebate Fee report. Please take a look at the reports on the test environment (under Shared Reports/Enhancement/ID 203) and let me know if this is what you are looking for. Would you prefer to have a prompt, or a have the Partner Service Region Types in the template instead?

Let me know at your earliest convenience.
Thank you,
Lisa

You can access the test environment using this url: http://4.20.15.244/microstrategy7/Login.asp

2/14(LP): Email from Jerry:
Lisa, I could not see where you had applied the new prompt to the Consolidation Rebate Fee (under Shared Reports/Enhancement/ID 203). I could see the listing for Partner Service regions under Origination Fees Bought and Origination Fees Sold. In the 2 reports with Partner Services Region in them, I think were incorrectly used. What I am really looking for here is the elimination of Lender Region (which is meaningless to us as they do not conform to our regional boundaries) and replacing it with Partner Service Region.

2/14(LP): My reply to Jerry: Thanks for your email. I think I may have confused you- I did not put a prompt in the Consolidation Loan Rebate Fee report. I only added the Page by Function with the Partner Service Regions.

I believe I now have a better understanding now of what you want. Let me clarify to ensure I am doing the right thing... so, for the eight reports you mentioned earlier (Consolidation Loan Rebate Fee, LID, Origination Fees Bought, Origination Fees Sold, Parent/Lender Address Info, Part II/Part V Disbursement Comparison by loan type, SR Consolidation Loan Fee Payment Analysis, and Summarized Origination Fees Reports) you would like to replace all instances of the Lender Region and replace it with the Partner Service Region? Would you like me to move the "Lender Region" to the template on the report (so you are able to see exactly which region the lender belongs to) but then be able to page by the partner service region? Or would you like me to remove the Lender region all together?

To add a prompt for the Consolidation Loan Rebate Fee report I will have to have to work with Tina or Mark since we will need to create a new attribute because I can not use a consolidation in a prompt. Please review the updates I have made to Origination Fees Bought and Fees Sold, Part II/V Disbursement Comparison, and the Summarized Origination Fees Reports in the same folder and let me know if you prefer this format better. There were two reports which were inaccessible for me to update (SR Consolidation Loan Fee Payment, and Parent/Lender Address Info) which may be in your own personal objects folder. In addition, I am unsure what the "LID" report is. Could you clarify for me?

Since you are not located in DC perhaps we can set up a phone call that will clarify things if I am not understanding correctly. Please feel free to call me at: 202-962-0724

2/21 (LP): Met with the power users to discuss open issues. They all agree to remove the lender region and replace with partner service region in all instances it occurs in.

2/22(LP): Sent email to Jerry:
Jerry,
Per our discussion yesterday I have changed all the instances of Lender Region to Partner Service Region. Please review the reports in the test environment under the Enhancement folder/ ID203, and let me know if you would like to see any other updates or changes. Feel free to call to disucuss as well.
Thanks!
Lisa

202-962-0724

2/27(LP): Jerry,
Unfortunately our test database was being restored over the past several days and you may not have been able to review the reports I have updated regarding the region re-work. It seems as though everything is running okay now, so if you would please check the reports in the Enhancement/ID203 folder and let me know if this is what you would like. If you could please let me know by tomorrow morning I would appreciate it so that Tina can put in a change request so that we may migrate the reports to production Friday morning.
Thanks!
Lisa

ID: 227 **-** Page-by area not working as expected

Request Bug Fix **Priority** Medium **Assigned** Tina Liu
Open Date: 6/4/2001 10:00:00 AM **Requestor** Nancy Krecklow
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** FP DataMart
Description
This was logged as a problem with MicroStrategy. The MicroStrategy case number is: 130845. During
Resolution:

Activity

7/10/2001 (Annie Barton) Defect in Microstrategy. Need to wait for new release to fix the problem.
review the updates I have made to Origination Fees Bought and Fees Sold, Part II/V Disbursement
Comparison, and the Summarized Origination Fees Reports in the same folder and let me know if you prefer

11/29/01 (Bob Audet) Called MicroStrategy Technical Support to gather further information regarding this
this format better. There were two reports which were inaccessible for me to update (SR Consolidation Loan
issue. Tech Support person recommended upgrading to 7.1 sp3 or ideally 7.1 sp4. This issue was fixed in the
Fee Payment, and Parent/Lender Address Info) which may be in your own personal objects folder. In ASP
code version 7.1.312.114. Need to decide if we will upgrade to 7.1 sp4.
addition, I am unsure what the "LID" report is. Could you clarify for me?

1/3/2002 (Tina Liu) Reassigned to Tina.
Since you are not located in DC perhaps we can set up a phone call that will clarify things if I am not
understanding correctly. Please feel free to call me at: 202-962-0724 1/4/2002 (Tina Liu) After discussing
with Tom, this bug fix is postponed to after MSTR 7.2 release.

ID: 228 **-** Search for Lender by name

Request Enhancement **Priority** Medium **Assigned** Tina Liu
Open Date: 6/4/2001 10:00:00 AM **Requestor** Nancy Krecklow
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** FP DataMart
Description

The users wanted to be able to lookup by a lender name instead of a lender id. Annie put in most of the ability to do this, but then ran into a problem with MicroStrategy. She logged a MicroStrategy case number: 128596. Annie was able to allow a user to lookup a lender by typing in a one-word name, but the problem comes in when trying to search when multiple words are given.

Resolution:

Activity

6/7/2001 (Annie Barton) Paul requested to search by lender name as well for Consolidation Loan Rebate Fee Report.

7/10/2001 (Annie Barton) Defect in Microstrategy. Need to wait for new release to fix the problem.

8/4/2001(Annie Barton) Susan Haenel-Beck requested to search by lender name as well for Consolidation Loan Rebate Fee Report.

11/29/01 (Bob Audet) Called MicroStrategy Technical Support and they fixed confirmed the issue for release 7.2 Beta 1. I recommend that we wait until general availability of 7.2 in Q1 of 2002.

1/2/2002 (Tina Liu) Reassigned to Tina.

ID: 230 **-** Login before projects are displayed

Request	Bug Fix	**Priority**	High	**Assigned**	Tina Liu
Open Date:	9/6/2001 10:00:00 AM	**Requestor**	Annie Barton		
Target Date:		**Estimated Effort**	0		
Closed		**ApplicationType:**	FP DataMart		

Description

For security purposes it is better if the user logs in first and then chooses the appropriate project. This method will only display the projects the user can access. With situation, when the users' password expires, they are not prompted to change it and locked out of the project.

Resolution:

Activity

9/6/2001 (Annie Barton) Awaiting a new release in Microstrategy to implement this new procedure.

11/26/2001 (Bob Audet) This issue is linked to issue #229, Assigned to Bob.

11/29/01 (Bob Audet) Emailed the FP Power Users to decide if this issue should be closed since a workaround from Issue #229 was provided and the issue subsequently closed.

12/03/01 (Bob Audet) Moved to 'Needs Clarification' because the FP Power Users need to decide whether this issue can be closed since it is similar to Issue #229 that was closed.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/11/2002 (Tina Liu) Sent email to Nettie Harding for action update.

1/18/2002 (Tina Liu) called Nettie to clarify the status and then called Tech support, logging two issues: 155688 for desktop password expiration reminder and 155689 for web login twice. Tech support for issue 155689 provided a resolution: log in as Administrator, click on a project -> preferences -> Project defaults -> Project display and change the Project list selection from "Show all the projects connected to the Web Server before the user logs in" to "Log in, then show the projects accessible by the supplied login". This setting will not hold after user logs out and then relogin after a while. Reset the target date to 2/1/2002.

1/22/02 (Tina Liu): The preference setting on production server was actually successful after rechecking it today. But the dev web server reported error: "'Error Saving Personal Preferences. Your project default preferences could not be saved. Your permissions on the Web folder or in its contents may be incorrect". MSTR Tech Support provided two tech notes "TN5600-7X0-0304" and :N5600-7X0-0142" to tackle this issue. Sent email to Benson Hwang for the security property setting of file AdminOptions.xml on dev server. Benson changed the setting to allow changes, now it works on dev server as well.

1/29/02 (Tina Liu): The login and projects setting works fine with MSTR Web 7.1.2 version but is not stable for the 7.1 version. For the password expiration problem, MSTR Tech support is still investigating on it. For now, run scripts in MSTR Command center to gather user profiles and run a java program accenture.modpartner.datamart.FileTransform to change the format of the user profile files to be sorted in ascending order based on the password expiration time and put properties of the same user into one row, which may later be exported to an Excel file and sent to Willie Sutton. The first file generated on today has already been sent to Willie to review.

1/30/2002 (Tina Liu): MSTR Tech Support sent email confirming that the password expiration problem has been fixed for MSTR Web release 7.2, which is scheduled to come in late Q1/2002 or early Q2/2002. Change the status to be postponed until the next upgrade to MSTR 7.2.

ID: 255 **-** Element List Prompts for Documents

Request	Enhancement	**Priority** Low		**Assigned**	Tina Liu
Open Date:	9/18/2001	**Requestor** Annie Barton			
Target Date:		**Estimated Effort**	0		
Log:	**Closed**	2/19/2002 9:16:00 AM	**ApplicationType:**		FP DataMart

Description

2/11/2002 (Tina Liu): Figured out the unstable setting problem is indeed a dual-web server issue. When the
The users would like to be prompted only once for the 799, 1189, 1130 document reports. These
setting was changed, it was only applied to one of the web servers, this is why we may observe different
documents are made up of several reports all containing the exact same prompts. Right now, users are
behavior for the default page. Set to use "Login.asp" for both web servers. The password expiration
prompted for the same information multiple times for one document. They would like to be prompted only
problem will still occur. Needs to remind users to use "Projects.asp" to change password when it is reset by
once. They want this prompt be an element list prompt instead of a value prompt.
the administrator to force change of password at next login.

Resolution:

Not an issue with document.

Activity

9/18/2001 (Annie Barton) I logged this with MSTR Tech Support. They do not have a work around. The only work around is to create a value prompt. This will prompt users only once per document, but the users will have to remember the specific GA id, LID, and Quarter. MSTR has logged it as MSTR enh #142588.

We will have to wait for the release after MSTR 7.2 (which will probably be in about 2 years)

1/18/2002 (Tina Liu) Reassigned to Tina.

1/24/2002 (Tina Liu) Contacted the MSTR Tech Support again for the status update.

2/19/2002 (Tina Liu) This is not an issue. Mark created documents successfully without entering the same prompt multiple times.

ID: 279 **-** Use Address Info for Parent Lender

Request	Enhancement	**Priority**	Low	**Assigned**	Tina Liu
Open Date:	10/31/2000 12:00:00 PM	**Requestor**	Susan Haenel-Beck		
Target Date:	2/15/2002	**Estimated Effort**	0		
Closed	2/22/2002 9:00:00 AM	**ApplicationType:**	FP DataMart		

Description

Susan thinks it may be a good idea to use the Parent Lender address information instead of the child lender in the prompt associated with 'Lender Consolidation Loan Rebate Fee Analysis' Report.

Resolution:

The report is updated based on the requirement.

Activity

10/31/01 (Annie Barton) I discussed this issue with Susan and she is going to contact Nettie Harding for her input. I am waiting to hear back from Nettie.

11/26/01 (Bob Audet) Users need to decide what they want. Reassigned to Bob.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/4/2002 (Tina Liu) Sent email to Susan to follow up. Called Susan and clarified the user request. The first draft of the new report is generated in personal folders of tliu.

1/7/2002 (Tina Liu) Sent proposed report format to Susan. Ran into problems with running the report in web (the desktop is OK). Opened a tech support case with MSTR, case #154207.

1/9/2002 (Tina Liu) Got phone call from MSTR Tech support saying that this is an known defect on MSTR Web 7.1, they are still working on it. She promised to call back tomorrow on any further update.

1/10/2002 (Tina Liu) MSTR Tech support sent an email with possible workaround. Applied the workaround and got another type of error in Web. Sent MSTR Tech support a document with the embedded filter/prompt architecture diagram and the screenshot of the new error log, pending responsde from MSTR Tech support. Change status to Postponed, Target Date reset to 2/1/2002 for now.

1/30/2002 (Tina Liu) Called MSTR Tec Support again for update. The person who is responsible is promised to call back with a status.

2/4/2002 (Tina Liu) Found out the problem is with the set qualification embedded filter. Tried to replace set qualification filter with a normal advanced filter and it worked fine on web now. Sent email to Susan to verify the new report. Reset target date to 2/15/2002. New report is saved in FP testing server: Shared Reports -> Enhancement -> ID279.

2/5/2002 (Tina Liu) Susan verified the report. She needs to think about the prompt description and whether or not we should replace the old report or create a new one.

2/14/2002 (Tina Liu) Susan got back with some suggestions on the descriptions for the report and prompts. Added one prompt for fiscal quarter ending dates. Scheduled to migrate on 2/15/2002.

2/19/2002 (Tina Liu) The migration was successful, but Susan wanted a little change to the quarter ending dates prompt. She wanted only the dates between December, 1994 to 2005 to show up. The best way is to show all valid dates currently in the 799 reports, but because of the bugs with the "set qualification", we cannot make it work on web. Right now, a fixed date range between December 1994 and December 2001 (inclusive) will show up for the quarter ending dates prompt. Plan to migrate the report to the production on Friday (2/22).

ID: 280 **-** Problem with Part IV

Request	Bug Fix	**Priority**	Medium	**Assigned**	Tina Liu
Open Date:	11/15/2001 2:15:00 PM	**Requestor**	Susan Haenel-Beck		
Target Date:	2/1/2002	**Estimated Effort**	0		
Closed		**ApplicationType:**	FP DataMart		

Description

There is a problem with the data in Part IV for LID 809479, quarter ending 3/31/99. It seems that the amounts are doubled for this quarter; however, in corresponding Part V, the balance is correct. This is throwing off all of our analysis reports. Please take a look at this to see what may be driving the error.

Resolution:

11/19/01 (Mark Mandrella) - the data in the database is correct; what the report is extracting are records of document types ON and SN (Original and Supplemantal Submissions). This particular lender code had a high number of type SN's and made the amount look double. It is yet to be determined if the report should only include type ON.

Activity

11/27/01 (Mark Mandrella) - re-opening this issue for the time being. Susan is meeting this week with some FP people and they may want to change this report in some way to avoid the ON and SN mixup.

12/05/01 (Bob Audet) Here are Susan's comments:

Sorry, Mark. We discussed this with Bob Audet (sp?). It seems to be
affecting a minor portion of lenders and is an issue with how E-Systems

processed some 799's. The payments were not made on the original submissions but there are amounts reported in the ending principal balance and average principal balance fields. The supplemental was then processed and resulted in duplicate balances (but not payments).

At our meetings, it was determined that if we can identify these lenders, a change to the database can be made to prevent duplication. Ahmed is our contact on this change and I'm working with him to see if we can resolve it. Should I work with you first?

1/3/2002 (Tina Liu) Reassigned to Mark.

2/5/02 (Mark M): SIR is postponed while users do a data review. Here is the email from Susan:

The duplication of data was caused by multiple 799's and the way E-Systems processed the data. There are a limited amount of borrowers affected and Angela was trying to quantify the problem so that data corrections could be made. It is still at that point. I will follow-up with Angela on this.

2/7/2002 (Tina Liu): Tried a workaround for this case using the following formula to calculate the affected metrics: (Original metric calculation)/Count <distinct=True>(Processing Date) {~+}. Sent email to Nancy, Ahmad, CC to Susan and Mark for opinions. The following is the email replied by Susan:

"Tina: I'm not sure if this will work. I have left you a voice mail message so we can discuss it further. I don't want to be difficult on this but I think the fix may cause further damage. Here is my research and my thoughts.....

For the most part, if a form is processed and then reprocessed, the first form usually does not have any balances and the second one is the "real" form, thus, the correct data overlays in the datamart. This is the norm on resubmissions from what I can gather. In some cases, there may be balances reported but with no payment information - that is contained in the second form - which is what occurred here. Will this manner of handling multiple forms negate the first submission automatically? (We may not want that.)

Just a side note - I've been told that this particular problem is only caused by a small number of lenders and is the result of incorrect coding by E-systems in Part IV only. The forms were reprocessed by ED to correct errors but, for some reason, the initial submission was not "zeroed" out in Part IV. Perhaps we need to get somebody involved with 799 processing to give us a background information? Right now, I am still waiting for the error to be quantified and should have more information on Monday.

I'm concerned also because data that will be processed in the new LaRS system will allow for multiple entries/submissions. Will this impact on how ALL multiple submissions are processed?

I think we need to review how this change will impact the future processing as well as affected lenders which were keyed correctly - in this case, the change may be worse that having a few duplicates.

I'm cc'ing Willie Sutton on this message as he has also been asking me about this. "

After discussing with Susan over the phone, sent out the following email to her and other related people.

Just a brief summary for our discussion over the phone:

1. At your end, investigation is still going on to identify those lenders who has this problem for their 799 form Part IV.
2. At this point, we are not sure what fields can be duplicate. For the lender you have discovered, duplicate fields are "Ending Principal Balance" and "Avg. Daily Principal Balance" for Part IV of 799, but it is also possible that the payment field is duplicate but not the others.
3. It is the best if we can correct the E-processing problem and prevent any future "breakout" on the same issue.
4. Another alternative is that after qualifying and quantifying the problem, we add some conditions for those special cases to the affected metrics calculation. For example, if lender ID = <the lender ID that has the problem> and Fiscal Quarter ID = < the quarter ID that has the problem> then calculate the affected metrics in a different way (as suggested in the workaround), for other cases, keep the original calculation intact.

"

Susan will have a conference call with Angela on Monday, then we will discuss this issue again in FP Data Mart Release 2 meeting next Tuesday.

2/20/02 (Tina Liu) Reassigned to Tina. Discussed with Susan for possible workaround. Added one column of "Processing Date" to the report and put it on Enhancement\ID280 for Susan and related clients to review.

2/27/02 (Tina Liu) Susan sent email suggesting the following fix:

"

In many of the reports we use in "lender-other reports," there is a comparison of parts using summary data...this is a general statement. In those cases, processing date data would be nice so that a user could tell if, for example, any numeric errors may be caused by multiple submissions.

However, on the "lender reports" reports, most of that is straight data configured in a report format, i.e. no comparisons or analysis. Counldn't we just list the ON and SN documents separately by processing date....here is an example:

QTR - Processing Date - Ending Prin - Avg Prin - Amt Paid

3/01	2/22/01	10000	5000	10.00
3/01	2/28/01	200	175	5.00

Therefore, if there was another ending balance on the report (or average if we think that easier), a separate quarter entry would be made.

Sent reply to Susan:

"

Thanks for the clarification. If my understanding is correct, you want all affected reports to have "Processing Date" shown up on the report. But for the "Lender Reports" or so called straight reports, do you also want document type "ON" and "SN" shown up as well?

"

Got reply:

"do the G/L Comparison report in Lender-Other Reports and Part IV and Part II, in Lender Reports. "

2/28/02 (Tina Liu): Put three reports on enhancement folder and sent email to Susan to verify.

ID: 291 **-** Consolidation Holder Report

Request	Enhancement	**Priority**	Medium	**Assigned**	Tina Liu
Open Date:	12/14/2001 10:00:00	**Requestor**	Nettie Harding		
Target Date:	2/8/2002	**Estimated Effort**	0		
Closed		**ApplicationType:**	FP DataMart		

Description

Need adhoc report ASAP that provides: Attributes--Lender Name and ID, City, State, Loan Status Code, Quarter End Dates; Metrics--Ending principal balance on Part V and the amount is greater than "0". Would like to get report prompted on Loan Status so that just "TC" type loans can be selected and can get it grouped by parent or not grouped by parent. Currently interested in quarters ending 12/31/1999 through

Resolution:

Activity

12/14/01 (Bob Audet) Started to work on the report and have run into some issues with the number of rows returned exceeds the governing limits set by the FP project. Need to ask Nettie if we can prompt off of other information to reduce the number of rows returned.

1/2/2002 (Tina Liu) Reassigned to Tina.

1/3/2002 (Tina Liu) Reassinged to Mark.

1/18/2002 (Tina Liu) Reassigned to Tina, reset target date to be 2/8/2002. Called Nettie for clarification, left a message. Sent an email to her as well. Worked out a sample report with an extra state prompt to reduce the number of rows returned. Sent email to Nettie for testing.

2/5/2002 (Tina Liu) Called Nettie for status update. She said she will call back after she goes over all her emails. After discussion with Nettie, state prompt is removed from the report, a couple of prompts are added for users to input the rank range for the ending principal balance broken down by quarter ending dates. Sent email to Nettie for verification on the new report.

2/27/2002 (Tina Liu) Got email from Nettie:
"
When requesting the report by parent, the report should display the "parents" with the consolidated portfolios of all the children. For example, for the qtr 9/30/2000, 833253 "Chase, USA Trust/SLMA Trust

MS1814" is displayed as the first record with an ending balance of $8.9B. If you look further in the report that same number appears with the same name and a different amount; that is because the parent number of "833253" makes up a total of 47 LIDs in the grouping. Therefore, the first record should add all of the amounts of the 47 LIDs and display one amount to the parent grouping. I also provided a list of the parent names that should be displayed instead of what is assigned to that LID."
Needs to update the parent lender name column with the correct parent lender names rather than using the same name as the corresponding lender name. Nettie will send me the parent lender name list. Changed the priority to medium because the client does not need it immediately.

ID: 296 **-** Replace SFA Logo on MSTR Web Site

Request Enhancement **Priority** Low **Assigned** Mark Mandrella
Open Date: 12/7/2001 4:00:00 PM **Requestor** Faitha Flowers
Target Date: 4/1/2002 **Estimated Effort** 0
Closed **ApplicationType:** FP DataMart
Description

We need to replace the SFA logo on the datamart web sites with the new logo.

Resolution:

Activity

12/7/01: The new logo does not come out until next year. Once released, will handle this request.

1/8/02 (Mark M): the new logo will not be available until April 2002

1/22/02 (Tina Liu) A temporary new logo has been created for the dev web server. The following files have been changed: _toolbar_default.asp, GenericHeader.asp, Projects.asp, images/SFA_Logo3.jpg. Two image files are added for customizing the tab and bar color for the Home web page: images/tab_top_000064.gif, images/Line_000064.gif. All original asp files that have been changed were renamed to <filename_old.asp>.

ID: 314 **-** '% difference' wrong

Request Bug Fix **Priority** High **Assigned** Tina Liu
Open Date: 1/23/2002 11:40:00 AM **Requestor** Annie Barton
Target Date: 2/1/2002 **Estimated Effort** 0
Closed 2/1/2002 9:15:00 AM **ApplicationType:** FP DataMart
Description

There needs to be some minor re-work done with the Lender Consolidation Loan Rebate Fee Analysis report. To understand what I am talking about, run the report for Alabama. You will see a lender id=800023. Look at the June 2000 date. There is 100% in the '% Difference' column when there really should be 0%. Just run it and let me know if you still see it. If you do, then let me know what I can do to help. I might be able to assist you from here if you can send me the metric definition (formula) for the % Difference metric. It probably has an "ApplySimple" in the formula that needs some re-work.

Resolution:

change the metric to:
ApplySimple("case when #0=0 and #1=0 then 0 when #0=0 and #1<>0 then 1 when #0 is null then 1 else #2 end", [Ending Balance for TC Loan Types Reported in Part IV], [(Rebate Fee Principal Amount) - (SPA Principal Amount)], [% Difference])

Activity

(1/23/2002) Tina Liu: Logged the issue and assigned to Tina. Created sample test report with an extra column to compare results with previous % difference column. Testing report is saved on FP test datamart Shared report/Enhancement/ID314.

(1/25/2002) Tina Liu: Submitted CSC change request for migrating the corresponding metric from testing to production on 2/1/2002.

ID: 316 **-** 404 Error Explanation Needed

Request	Help Desk	**Priority**	Low	**Assigned**	Tina Liu
Open Date:	1/24/2002 10:30:00 AM	**Requestor**	Willie Sutton		
Target Date:	2/15/2002	**Estimated Effort**	0		
Closed	2/14/2002 5:25:00 PM	**ApplicationType:**	FP DataMart		

Description

A user from NY called Willie Sutton to say he received a "404" error (URL not found) when he tried to download a file. Willie wants a solution provided to him in case another user asks for an explanation of why this is happening to them (it was fixed already, it seems)

Resolution:

Closed for lack of information and not repeatable.

Activity

2/6/2002 (T.Liu): This issue was originally assigned to Ahmad by mistake. Reassigned to Tina. Sent email to Willie for detailed information regarding this issue or user contact information for direct contact.

2/11/2002 (T.Liu): Called Willie and left a message for detailed information regarding this issue.

2/14/2002 (T.Liu): Willie Sutton advised to close this issue because lack of information available and the problem is not repeatable.

ID: 318 **-** Problems with Excel Export

Request	Help Desk	**Priority**	Medium	**Assigned**	Mark Mandrella
Open Date:	1/28/2002 3:00:00 PM	**Requestor**	Drenica Spears		

Target Date: **Estimated Effort** 0
Closed 2/13/2002 11:00:00 AM **ApplicationType:** FP DataMart
Description

My name is Drenica Spears and I'm a contractor for the Department of Education. I am in the process of trying to assist a user of mine who is accessing the SFA Datamark database from our Windows NT Terminal Server via Internet Explorer 4.0. Mr. Pire is able to run the application however he is not able to export his report into Excel.

When trying to complete the task he receives an error stating that the export failed. I'm not certain how to assist with this issue being that it is a software related issue. I can provide assistance relative to the configuration of our Terminal Servers, but I need assistance with trying to resolve this export issue.

I can be reached at (202) 205-8374 or you can contact Mr. Joseph Pire at (718) 488-3044 (Office number) or 917-767-9099 (Alternative Work number).

Any assistance that you can provide will be greatly appreciated. Thanks!

Resolution:

Activity

01/28/02 (Mark M): need clarification on which report, which datamart is causing the problem. Drenica should respond by the 29th.

1/29/02 (Mark M): user is accessing server through citrix and the server is running IE 4. Recommended trying to use the IE from his terminal, which should be version 5. Will report back on the status when it is completed and tried (1:00pm).

1/30/02 (Mark M): As of 2:00 today, Joe had not tested the fix. He will reply once it is tested.

2/13/02 (Mark M): emailed Drenica to see if fix was successful, or if there were still problems. Drenica responded confirming the fix worked, and that the problem was with the IE version 4 that was being used.

ID: 319 **-** Error Running Report

Request Prod. Support **Priority** High **Assigned** Mark Mandrella
Open Date: 1/29/2002 1:44:00 PM **Requestor** Susan Haenel-Beck
Target Date: 2/8/2002 **Estimated Effort** 0
Closed 2/13/2002 11:00:00 AM **ApplicationType:** FP DataMart
Description

User received the following datamart error when trying to run the Consolidation Loan Analysis report in the Risk Assessment folder for the state of West Virginia. She ran the report twice with the same results. She was able to run the report for New Jersey already this morning.

Error in report results

Your request could not be processed due to a server error. Please try again. If the problem persists, contact the server Administrator.

Resolution:

Activity

1/29/2002 (Tina Liu): Assigned to Mark. This problem is not repeatable for now, sent email to Benson requesting Web server error log files.

2/5/2002 (Tina Liu) Log files have been enabled for both dev/testing and production web servers. If this issue re-occurs, we will have a place to look into from now on.

2/13/02 (Mark M): emailed Susan asking if she has gotten this error recently and if we can go ahead and close this issue.

2/13/02 (Mark M): Susan responded saying her or no one on her team was getting the error. Techs at her office say it may have been a Citrix issue. I am closing this issue since it has not happened since.

ID: 322 **-** Reset Password for Vincent Clark

Request	Help Desk	**Priority**	High	**Assigned**	Mark Mandrella
Open Date:	2/7/2002 3:40:00 PM	**Requestor**	Vincent Clark		
Target Date:		**Estimated Effort**	0		
Closed	2/7/2002 3:45:00 PM	**ApplicationType:**	FP DataMart		

Description

Vincent Clark's password has expired

Resolution:

Reset password to expire in 90 days - did not change password.

Activity

ID: 323 **-** Use dynamic last quarter prompt for "Active Lenders" report

Request	Enhancement	**Priority**	Low	**Assigned**	Tina Liu
Open Date:	2/8/2002 9:17:00 AM	**Requestor**	Jerry Wallace		
Target Date:	2/22/2002	**Estimated Effort**	0		
Closed	2/19/2002 9:12:00 AM	**ApplicationType:**	FP DataMart		

Description

Right now, we fixed last 4 quarters for the report "Active Lenders". This needs to be changed to use dynamic quarters, that is, user should be prompted for last quarter ID, then the report will generate the last four quarters on-the-fly.

Resolution:

New prompt has been added and the new report was migrated successfully to the production.

Activity

2/8/2002 (Tina Liu): Assigned to Tina. Needs to refer to "Inactive Lenders" report for solution.
2/19/2002 (Tina Liu): Got confirmation from Jerry Wallace to close the issue.

ID: 325 - FP Datamart Load Status

Request	Prod. Support	**Priority**	High	**Assigned**	Lisa Phillips
Open Date:	2/11/2002 9:15:00 AM	**Requestor**	Willie Sutton		
Target Date:		**Estimated Effort**	0		
Closed	2/13/2002 11:00:00 AM	**ApplicationType:**	FP DataMart		

Description

Nettie Harding wants to know if the FP datamart has been updated with the January information.

Resolution:

FP Load was completed on 2/13

Activity

Documented E-mail Correspondence:

1/27- Email from Willie to ModPartner, and Nettie:
Please be advised that the FP Data Mart extracts are forthcoming. I am experiencing some trouble with my logon password for the mainframe. I hope to have this problem cleared up by no later than tomorrow (1/29) and will forward the extracts as soon as I complete them.Willie M. Sutton 202-377-3320

1/28- Email from Willie to ModPartner, Anna, Chirayu:
The January 27th FPDM extract has been downloaded and transferred to the Informatica box, as per statistics listed below:

1/30- Email from ModPartner to Nettie:
Nettie, When you have completed the alllids file, if you could send it to me I will begin the monthly load. Let me know if I can be of any help. Thanks! Lisa

2/4- Email from Nettie to Samual Dejong:
Please load the following files in PEPS using the batch process identified below:
Batch Name: File location:
Load FFEL Lender Update K:\\wdcrobfpr02\groups\shared\epnhardi\PEPSBATCH\lender0102.txt
For the quarter and year enter: Year--2002 and Qtr--1
Load FFEL Portfolio K:\\wdcrobfpr02\groups\shared\epnhardi\PEPSBATCH\portfolio01 Jan.txt
For the quarter and year enter: Year 2001 and Qtr--4
Load FFEL Portfolio K:\\wdcrobfpr02\groups\shared\epnhardi\PEPSBATCH\portfolio02-Jan.txt
For the quarter and year enter: Year 2002 and Qtr--1
Let me know if you have any questions and when this is complete. Thanks, Nettie

2/6- Email from ModPartner to Nettie and Willie:
Nettie, Have you been able to complete the monthly ALLLIDS file so that I may process the January FP load? You should have received the LENDER file from Willie on 1/29 but please let me know if you would like me to send it to you, or if you did not receive it. Let me know if I can be of any help so that I can complete the load this week. Thank you, Lisa

2/7 Email from Nettie to PEPS and cc Mod Partner:
Could you let me know when you will expect to complete this? I need the information ASAP.
Please load the following files in PEPS using the batch process identified below:

ID: 326 **-** Reset Donald Smith's Password

Request Help Desk **Priority** High **Assigned** Mark Mandrella
Open Date: 2/11/2002 11:15:00 AM **Requestor** Nettie Harding
Target Date: **Estimated Effort** 0
Closed 2/11/2002 1:15:00 PM **ApplicationType:** FP DataMart
Description

reset passwod for Donald Smith

Resolution:

reset password, and helped him with link to change password (login.asp will not allow users to change passwords; must be projects.asp)

Activity

ID: 327 **-** Add Users to FP Datamart

Request Help Desk **Priority** High **Assigned** Mark Mandrella
Open Date: 2/12/2002 11:00:00 AM **Requestor** Willie Sutton
Target Date: **Estimated Effort** 0
Closed 2/12/2002 11:15:00 AM **ApplicationType:** FP DataMart
Description

Please provide access to the production FP Data Mart for:

NAME	LOGON-ID	DESCRIPTION
Frank X. Miller	epfmiller	Financial Partners, 202-377-3529, frank.x.miller@ed.gov
Lee Harris	eglharris	FPC/SAL, 202-377-3097, lee.harris@e.dgov
Jackie Anderson	epjanderson	FPC/PSL, 202-377-3315, jackie.anderson@ed.gov

Resolution:

created the id's

Activity

ID: 328 **-** Install Desktop on Nettie Harding's PC

Request Help Desk **Priority** Medium **Assigned** Mark Mandrella
Open Date: 2/11/2002 12:00:00 PM **Requestor** Willie Sutton
Target Date: **Estimated Effort** 0
Closed 2/21/2002 1:00:00 PM **ApplicationType:** FP DataMart
Description

Install Microstrategy Desktop on Nettie Harding's PC

Resolution:

Activity

2/11/02 (Mark M): need to get CD back from Faithea Flowers

2/12/02 (Mark M): 3:30pm, got CD from Faithea, wrote to Nettie to schedule a good time to come and install the SW.

12/19/02 (Mark M): Willie Sutton mentioned that Nettie was either getting a new PC or upgrading the memory on her current PC. Sent email to Nettie to clarify status, because this SIR may needs to be put on hold until Nettie gets what she needs from ED CIO.

ID: 330 **-** Top 100 Holders/Originators Report

Request Prod. Support **Priority** High **Assigned** Lisa Phillips
Open Date: 2/14/2002 12:31:00 PM **Requestor** Susan Haenel-Back
Target Date: 3/1/2002 **Estimated Effort** 0
Closed 3/1/2002 11:05:00 AM **ApplicationType:** FP DataMart
Description

"

Here is what I need for the Top 100 Holders - pulled by Associated LID, not parent, for the four quarters of FFY 01:

Ranking, LID, Lender Name, Portfolio amount (for FY 01, quarters ending 12/00, 3/01, 6/01, and 9/01) . Most of these lenders would have had all quarters submitted as we are talking big bucks. For these quarters, the ending principal balance of the entire portfolio would be added together and then sorted.

Here is what I need for the Top 100 Originators also pulled by Associated LID, not parent LID, for the same four quarters:

Ranking, LID, Lender Name, Origination Amount, and Total Portfolio.
"

Clarification:

1. Origination amount - Total Origination Balances from Part II (all loan types)
2. 799 Part VI: Total outstanding portolio, all loan types.

2/14- Sent Susan the reports in Test for review

2/15- Received this email from Susan: Lisa:

Thanks for doing such fine work. This information would never have been available to us before this. Here are some comments I have before the reports are moved over. I also need you to make a programming change for the originators - can you pull the data from the total originated off of Part V? I'd like see if there is a difference in the results of the two reports. I'm not sure the total originated includes all loans. Thanks.

On both reports, can you add a parent lender column? The results of the report should be driven by the associated lenders as it is set up now - but some interesting data would be to see how many of these have the same Parents.
Are we sure that all lenders have submitted all 4 quarters for the period? Is there any way to get verification or is it programmed that way? (Most of these lenders make big bucks so they don't wait.)
As per your suggestion that regarding the quarterly, I think that is a really good idea. I'm just cautious about knowing that all 799's were submitted.
The description of the loan holder report now says: "This report lists the top 100 loan holders for the current year based on the parent lender groupings." It should say that the report is based on the complete current federal fiscal year and total portfolio for all quarters. Remove parent groupings reference.
The description of the loan originator should be the same but replace "holders" with "originators" and ""total portolio" with "total originated".

2/19/02- Email to Susan:
Susan,

I have made several updates and have put two folders under the enhancement folder on the test server.

The first folder ID330-A includes both reports with the updates you requested below WITHOUT the added four quarter features. The Top 100 Originators Report also includes the Principal Loan Disbursed amount so that you can compare with the Original Principal Amount.

In the second folder, ID330-B, both reports have been updated with your requests AND have the details for each of the four quarters in addition to the total for the whole year. They are then ranked on the total for that year (which you will see the ranks appear more then once since it is listing each quarter). You will see what I am referring to when you view the reports.

Please let me know which report format you would like to see, and whether or not you like the additional metric of Principal Disbursed for the Originated Loan Report. You had mentioned you would be in the building this week so feel free to call me if you would like to meet to discuss further. In addition, these

reports are for the previous fiscal year- if you would like to change this so that you may be prompted to pick a year I may do that as well if you would like. Just let me know your feedback.
Thanks,
Lisa

2/14/2002 (T.Liu) Got request from Susan via phone and email, assigned to Lisa.

202-962-0724 2/14/02(LP): Sent email to Mark: Mark, If you have time would you test and review the two new reports i created in the enhancement/id330 folder on the test server? It is SIR 330 in the tracking database.

2/14(LP): Sent email to Susan for approval: Susan, I have updated the Top 100 Holders report and created the new report for the Top 100 Originators. They are located in the Shared Reports/Enhancements/ID 330 folder on the test server. Right now the report is pulling back all of the quarters for FY 01 like you requested, but if you would like I can create a prompt so that you are able to choose which quarters you would like to view the data for. Please let me know if you think of anything else you would like to see.

Please use this link to access the test server: http://4.20.15.244/microstrategy7/login.asp

2/15(LP): Email from Susan: Lisa:

Thanks for doing such fine work. This information would never have been available to us before this. Here are some comments I have before the reports are moved over. I also need you to make a programming change for the originators - can you pull the data from the total originated off of Part V? I'd like see if there is a difference in the results of the two reports. I'm not sure the total originated includes all loans.
Thanks.

On both reports, can you add a parent lender column? The results of the report should be driven by the associated lenders as it is set up now - but some interesting data would be to see how many of these have the same Parents.
Are we sure that all lenders have submitted all 4 quarters for the period? Is there any way to get verification or is it programmed that way? (Most of these lenders make big bucks so they don't wait.)
As per your suggestion that regarding the quarterly, I think that is a really good idea. I'm just cautious about knowing that all 799's were submitted.
The description of the loan holder report now says: "This report lists the top 100 loan holders for the current year based on the parent lender groupings." It should say that the report is based on the complete current federal fiscal year and total portfolio for all quarters. Remove parent groupings reference.
The description of the loan originator should be the same but replace "holders" with "originators" and ""total portolio" with "total originated".

2/15/02: (LP): Email back to Susan: Susan,
I was able to update most of your comments- I am still working on number 3- I think this can be done (where we are able to view the total amount for all four quarters and the detail for each quarter for the top 100 lenders, and rank them by the top 100 for all four quarters)- Did this make sense? Also, in your first paragraph you ask "pull the data from the total originated off of Part V? I'd like see if there is a difference

in the results of the two reports. I'm not sure the total originated includes all loans". What exactly is "total originated off of Part V"? If I have a better idea I will know exactly what to add.

2/19/02 (LP): email to Susan: Susan,

I have made several updates and have put two folders under the enhancement folder on the test server.

The first folder ID330-A includes both reports with the updates you requested below WITHOUT the added four quarter features. The Top 100 Originators Report also includes the Principal Loan Disbursed amount so that you can compare with the Original Principal Amount.

In the second folder, ID330-B, both reports have been updated with your requests AND have the details for each of the four quarters in addition to the total for the whole year. They are then ranked on the total for that year (which you will see the ranks appear more then once since it is listing each quarter). You will see what I am referring to when you view the reports.

Please let me know which report format you would like to see, and whether or not you like the additional metric of Principal Disbursed for the Originated Loan Report. You had mentioned you would be in the building this week so feel free to call me if you would like to meet to discuss further. In addition, these reports are for the previous fiscal year- if you would like to change this so that you may be prompted to pick a year I may do that as well if you would like. Just let me know your feedback.

Thanks,
Lisa

2/20/02 (LP): Met with Susan and reviewed reports. She likes the reports in the B folder. She is reviewing them with her boss and will contact me with any comments.

2/25(LP): Susan would like to review the tables for comments. She is unable to due to the database being restored. I have communicated with her when we expect this to complete.

2/27(LP): Susan,

Okay, the FP restoration of the test database was a success. It seems as though now the Dept of Ed is having a network connectivity problem. I am able to login and view the test reports from my Accenture laptop, but not from the desktop connected through the Department of Ed. This is being worked on and should be resolved shortly. I will let you know when the reports are ready to be reviewed. I believe you will want to review the reports in the 330-B folder. As soon as I get your feedback on whether on not you approve the reports we can migrate them to production on Friday.

Another update regarding the login page. Tina and I are working on this so that there is an automatic update to the FP DM projects page that will alert the user of the last update to the database. We hope to have this completed by the end of next week.

Let me know if you have any other questions or comments!

Thanks,
Lisa

2/27(LP): Susan liked the reports. She would like to see the Parent Lender ID as well so I have added that to the report.

2/27(LP): Susan would like to see a prompt for either Parent or Child Lender on the report. I have updated and am awaiting her reply.

2/28(LP): great....let's move them. tested originators and now doing holders. don't expect problems.

ID: 331 **-** Target Table Mapping Process

Request	Prod. Support	**Priority**	Low	**Assigned**	Lisa Phillips
Open Date:	2/14/2002 3:27:00 PM	**Requestor**	Tina Liu		
Target Date:	3/1/2002	**Estimated Effort**	0		
Closed	2/27/2002 10:00:00 AM	**ApplicationType:**	FP DataMart		

Description

Tina would like to have a list of the batch processes for FP and the target table listed and whether or not that the table is being updated, truncated, or accepting inserts.

Resolution:

Activity

2/27/02 (LP): Tina would like to close this SIR and I will work on it when I am available.

ID: 333 **-** Reset password for user ID epjcharlton

Request	Help Desk	**Priority**	High	**Assigned**	Tina Liu
Open Date:	2/20/2002 8:48:00 AM	**Requestor**	Willie Sutton		
Target Date:		**Estimated Effort**	0		
Closed	2/20/2002 8:50:00 AM	**ApplicationType:**	FP DataMart		

Description

Please reset the FPDM access password for:

User: Judith Charlton
Login-ID: epjcharlton
Email Address: judith.charlton@ed.gov
Telephone: 415-556-4112

Resolution:

Reset the password for another 90 days.

Activity

ID: 334 **-** Subtotals appearing at top of Report

Request Bug Fix **Priority** Low **Assigned** Lisa Phillips
Open Date: 2/21/2002 12:26:00 PM **Requestor** Susan Hannelbeck
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** FP DataMart
Description

When running the Part II and Part III reports from the web the totals are displayed at the bottom of each lender. When moving the "Quarter Ending Date" from the columns to rows, the subtotals now appear at the top of each lender.

Resolution:

Activity

2/21 (LP): In a meeting with the power users it was discussed that we move the Qtrs from the column to the rows in template to fix the problem.

2/21(LP): Could not move the Qtrs from the column to rows. Error still occurs. This is a problem with MSTR 7.1 but has been identified for the next release: This note is from their support site:

Defects and enhancements addressed in MicroStrategy 7 7.1.3
MicroStrategy Agent 7.1.1 TS Case 141024 Subtotals are always displayed at the top if attributes are sorted

Sent an email to Susan: Susan,
I have been working on these two reports and moving the Quarter from the rows to columns and this has not solved the problem. We have determine that this is a bug with MSTR 7.1 after reviewing the known bugs from their support website (see below). This issue will be resolved in the next release so I am going to postpone this request.
Thanks,
Lisa

ID: 336 **-** Update Login Page with the "last update" of the database

Request Enhancement **Priority** Medium **Assigned** Lisa Phillips
Open Date: 2/21/2002 12:20:00 PM **Requestor** Susan Hannelbeck
Target Date: 3/8/2002 **Estimated Effort** 0
Closed **ApplicationType:** FP DataMart
Description

The FP users are upset that the monthly batch loads are not occuring in a timely matter. Until an automated process of updating the database in a timely matter is implemented, Susan would like us to notify the users of when the last FP load occurred.

Resolution:

Activity

2/27 (LP): Awaiting help from Tina on how to create a ODBC instance to connect to the database to retrieve the load date.

2/27(LP): Sent email to Susan letting her know that we are working on this and that we will try and have this completed by the end of next week.

ID: 337 **-** Missing tables in FP Test DB

Request Bug Fix **Priority** High **Assigned** Dorothy Pan
Open Date: 2/21/2002 4:00:00 PM **Requestor** Tina Liu
Target Date: **Estimated Effort** 0
Closed 2/27/2002 10:00:00 AM **ApplicationType:** FP DataMart
Description

There are four tables missing in the FP Test Database.
FIL_AGG_LNDR_REBATE_FEES
FIL_AGG_LNDR_SPA_FEES
FIL_LNDR_FEES_PRIN_CHANGES
AGG_LNDR_PRIN_CHANGES_YEARLY

Restore from back up from VDC.

Resolution:

Activity

2/21/02 (LP): Dorothy called VDC and the last backup they have made on the database was Feb 9. The last FP data load was on Feb 13. Once the database has been restored Lisa will run the Jan FP Data load to refresh data.

2/21/02(LP): Dorothy was successful in restoring the tables.

2/26(LP): The FP Test Database was backed up completely due to a mismatch in table structure. The restoration was successful.

ID: 338 **-** We need to use dynamic quarter prompts

Request Enhancement **Priority** Low **Assigned** Tina Liu
Open Date: 2/22/2002 9:07:00 AM **Requestor** Tina Liu
Target Date: **Estimated Effort** 0
Closed **ApplicationType:** FP DataMart
Description

Some quarter prompts in FP data mart use a pre-selected element list with the ending quarter of September 2001 (or December 2001) should be changed to be dynamic prompts that will include only those valid quarters that appear in the related fact source table(s).

Resolution:

Activity

2/22/2002 (Tina Liu): Opened the issue and assigned to Tina. This is postponed due to a bug with MicroStrategy Web 7.1 (it does not support set qualification type of filter). Should be fixed in 7i release on March-April time frame.

ID: 339 **-** Create ID for Jack Reynolds

Request		**Priority** High		**Assigned**	Mark Mandrella
Open Date:	2/22/2002 8:45:00 AM	**Requestor** Paul Sullivan			
Target Date:		**Estimated Effort**	0		
Closed	2/22/2002 9:45:00 AM	**ApplicationType:** FP DataMart			

Description

Create a user ID for Jack Reynolds

Resolution:

created the ID. Willie Sutton was not available, so I got appoval from Anna Allen to create the ID.

Activity

ID: 340 **-** FP Power User Ben Chiu could not log in to the data mart

Request	Help Desk	**Priority** Medium		**Assigned**	Tina Liu
Open Date:	2/27/2002 12:20:00 PM	**Requestor** Ben Chiu			
Target Date:		**Estimated Effort**	0		
Closed	2/27/2002 1:06:00 PM	**ApplicationType:** FP DataMart			

Description

Ben Chiu called from San Francisco saying that he could not log in to either production or test data mart.

Resolution:

User actually has two Ids in production data mart. Deleted the user ID from the web group and then the user was able to log in the data mart and change his password, but later the user reported that he could not access the shared report folder on production web site. Checked the security setting and found out that the "report" subfolder in the public folder did not give the access right to the FP power users group. Added the group to have the "View" right, problem solved.

Activity

ID: 341 **-** Consolidated Loan Fee Analysis lack of "LP" payment type

Request	Enhancement	**Priority** Medium		**Assigned**	Mark Mandrella
Open Date:	2/28/2002 12:30:00 PM	**Requestor** Susan Haenel-Back			
Target Date:	3/22/2002	**Estimated Effort**	0		
Closed		**ApplicationType:** FP DataMart			

Task Order 75 - Data Mart Operations

Description

Susan found the following problem:
"
I have found a problem in one of the reports and how the information is projected. On the CL Fee Reports, there are a number of different transaction types. We use two ID's primarily - RF and VO. However, there is a third code that needs to be reflected: LP. This code seems to be overriding the RF codes and causing blank entries under the RF columns in both reports.
"

Resolution:

Activity

2/28/2002 (Tina Liu): assigned to Mark. Needs clarification on reports:

Two reports are:

Consolidation Loan Fee Payment Analysis, in "Risk Assessment" folder
Consolidation Loan Rebate Fee, in "Lender - Other Reports" folder (not sure?)